



DIVISION OF RESOURCES AND SUPPORT SERVICES
STATEWIDE STUDENT MANAGEMENT SYSTEM NEWSLETTER

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Issue 1

This is the first of a monthly newsletter that will be sent electronically to the local education agencies of Tennessee.

As you all know, we are well into the Pilot Phase of the implementation of our new Statewide Student Management System. The comprehensive, web-based system is the result of a partnership among the Tennessee Department of Education, Public Consulting Group, and Century Consultants. This partnership is the result of a competitive procurement process.

We currently have 34 local education agencies, of varying sizes, across the state participating in the Pilot Phase. At present, we have an additional 31 school districts scheduled to begin implementation in January 2005 as a part of Phase II. An additional 33 will implement the solution as a part of Phase III in January 2006. To date, we have 14 more districts scheduled for Phase IV to begin in January 2007.

As with the implementation of any Pilot Phase, we have met with obstacles, challenges, and opportunities to excel. Nonetheless, we are on, if not slightly ahead of, our implementation schedule. We continue to address issues such as the following:

- A user manual is being developed for release in the near future.
- We are working on Additional Help Desk support to provide the most expeditious response time possible to our customers.
- Network issues are being evaluated for resolution. Network providers are available (upon request) to conduct feasibility studies for current and upcoming users to insure network adequacy. T1 lines are ordered for those Pilot sites not currently operating at/or below that level.
- Time-out parameters within the software are being evaluated for extension.

We are evaluating and analyzing lessons learned from the pilot phase. With complete candor and disclosure, we continue to face our challenges head-on with the resolve and commitment to achieve success.